

Claims

1. A method of tracking individual operations executed by a user in a specific monitored computer program during use thereof, comprising the steps of:

- 5 A) detecting at least one input made by the user,
B) comparing the detected input with a set of operations defined in advance, and
C) registering an operation corresponding to the input as an executed activity, if the input matches any predefined
10 operation as the comparing step B) is performed,

characterised in that

the set of operations defined in advance are operations that in some way can affect the monitored computer program, which set has been created by logging specific messages
15 being generated by the computer program in response to inputs affecting the program, each predefined operation corresponding to one or more specific messages generated by the program,

wherein steps A) - C) are repeated for a number of
20 inputs and corresponding operations as executed in a recording session during the time period of using the monitored computer program, such that an activity list of performed operations is created for the recording session that can be retrieved afterwards in order to track
25 individual operations in the monitored computer program.

2. A method according to claim 1, **characterised in that** an input is detected in step A) by monitoring a corresponding message being generated by the computer program in response
30 to the input.

3. A method according to claim 1, **characterised in that** said set of predefined operations has been stored in an operation database.

4. A method according to claim 3, **characterised in** that said set includes operations that are generic independent of which program is used, or specific to the program.

5

5. A method according to claim 3 or 4, **characterised in** that said set of predefined operations has been created by executing a basic set of operations that a user can be expected to perform in the program, in order to build up said operation database.

10

6. A method according to any of claims 1-5, **characterised in** that the registration of an executed operation in step C) includes retrieving a predefined term for the operation, which term is stored in said activity list.

15

7. A method according to any of claims 1-6, **characterised in** that predefined presentation rules are applied to executed operations before storing them in said activity list, the presentation rules determining how the information on executed operations is to be processed for later presentation.

20

8. A method according to claim 7, **characterised in** that said presentation rules have been stored in a rule database.

25

9. A method according to claim 7 or 8, **characterised in** that said presentation rules comprises a filter function such that only certain types of operations are registered, while other ones are ignored.

30

10. An arrangement for tracking individual operations executed by a user in a specific monitored computer program during use thereof, comprising means for detecting inputs

made by a user and for comparing them with a set of operations defined in advance, and means for registering operations as executed activities during a recording session for the inputs matching any predefined operation,
5 **characterised by:**

means for creating the set of operations defined in advance, which in some way can affect the monitored computer program, by logging specific messages being generated by the computer program in response to inputs
10 affecting the computer program, where each predefined operation corresponds to one or more specific messages generated by the program, and

means for creating an activity list for a recording session with performed operations, by the detection of a
15 number of inputs and the registration of corresponding operations as executed during the time period of using the monitored computer program, such that said list can be retrieved after the recording session in order to track individual operations in the monitored computer program.